

WASHINGTON STATE WIC NUTRITION PROGRAM



Washington State WIC Manual Notice of Revision



Date: 12/10/2012

Notice Number: 2012-12

<input checked="" type="checkbox"/> Volume 1	<input type="checkbox"/> Volume 2
Chapter: 13 – Basic Contact	
Section: See Table of Revisions	
Policy/Recommendation/Description/Procedure:	
Type of Action/Change: <input checked="" type="checkbox"/> Supersedes <input type="checkbox"/> New <input type="checkbox"/> Delete	
If you have questions about this revision or wish additional copies, call or write: Department of Health State WIC Nutrition Program P.O. Box 47886 Olympia WA 98504-7886 Call: 1-800-841-1410	

Explanation of Revisions:

- We removed the proof of pregnancy requirement from the chapter. The requirement was eliminated in April 2012. Information about the change went out in training and other materials.
- We moved the voter registration policies to this chapter from Volume 2 and updated them.
- See the attached table of revisions for specific changes to the chapter.

Remove: Remove the chapter dated 8/2006 from the manual.

Insert: This current revision dated 12/2012 in Volume 1.

Attachments:

- ☒ Memo
- ☒ Manual Revision
- ☐ Other _____

**Volume 1, Chapter 13 – Basic Contact
Table of Revisions**

Policy/Page	Revision	Comments
Through-out chapter	We continue to make “plain talk” changes to each chapter.	The goal is to have policies more clear and easier to read.
“Basic Contact Information” p. 1 - 3	<p>Policy:</p> <p>Encourage Breastfeeding (PG only):</p> <p>Added:</p> <ul style="list-style-type: none"> • The conversation must include the benefits of breastfeeding and the increase in WIC foods for mothers who breastfeed. • Offer support and referrals for all breastfeeding mothers. • A qualified staff completes a breastfeeding review when the woman asks for formula or has questions or concerns about breastfeeding. <p>Client’s nutrition need:</p> <p>Changed to: Talk with the client or caregiver about the client’s nutrition needs and interests. Use information from the assessment to start the nutrition conversation and to identify information and resources that may be helpful for the family. Enter pertinent information in the client’s file.</p> <p>Growth chart or prenatal grid:</p> <p>Changed to: Offer to share the client’s growth chart or prenatal weight gain grid. Ask the client or caregiver what his or her thoughts are about the child’s growth or her weight gain as a pregnant woman.</p> <p>How to achieve an adequate diet:</p> <p>Changed to: Have a conversation about the relationship between the nutrients in WIC foods and a healthy diet.</p> <p>Nutrients in WIC foods:</p> <p>Deleted the separate item, it’s included in the above.</p> <p>Referrals for health and social services:</p> <p>Changed to: Have a conversation about the importance of regular preventive health care and the availability of other health and social services. Offer relevant referral information or give the Family Health Hotline number at a minimum.</p> <p>WIC Appointment and ID Folder:</p> <p>Added: Let the person know what types of ID he or she can use at the store.</p>	<p>See Volume 1, Chapter 15 – Breastfeeding for more information about the breastfeeding review.</p> <p>The CPA doesn’t have to tell the client or caregiver the exact risks that made the client eligible. Instead, the CPA has a conversation about the client’s nutrition needs and interests based on the information from the assessment.</p> <p>See Volume 1, Chapter 12 - Referrals for more information.</p>

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<p>“Basic Contact Information” p. 1 - 3 (continued)</p>	<p>Policy (continued) Rights and Responsibilities: Added Note: The client’s or caregiver’s signature on the R & R meets the WIC Signature Form requirement listed on the Basic Contact tab in Client Services. Full food package or tailored food package: Removed. Procedure:</p> <ul style="list-style-type: none"> A. Review and discuss the Basic Contact items at all new certification and recertification appointments. B. Document the Basic Contact items covered. B, 1 Mark each items as it’s reviewed or completed. If you don’t review an item, leave it in the unselected field so you or another staff person can complete it at another time. B, 2 The Include All button marks all Basic Contact items as complete. C. Review any items not covered at the basic contact at a future appointment. 	<p>The WIC Signature Form is an old reference. The Basic Contact tab in Client Services can’t be changed at this time.</p> <p>The conversation about the food package and documenting if the foods are reduced or tailored is done on the Check Pick-up tab.</p>
<p>“Basic Contact Information for Presumptive Eligible Women, Enrolled Infants and Transfer Clients” p. 4 - 5</p>	<p>Policy: Pregnancy Verification: Removed. Added Note: The Basic Contact tab lists pregnancy verification for PE women. This isn’t required. Staff can choose whether or not to mark this item. Encourage Breastfeeding: Removed. Length of Eligibility: Removed. WIC Appointment and ID Folder: Added: Let the person know what types of ID he or she can use at the store. Rights and Responsibilities: Added Note: The client’s or caregiver’s signature on the R & R meets the WIC Signature Form requirement listed on the Basic Contact tab in Client Services. Full food package or tailored food package: Removed.</p>	<p>Washington WIC no longer requires proof of pregnancy. This information went out in training and other materials in April 2012.</p> <p>These are completed at the Complete Certification appointment.</p> <p>The WIC Signature Form is an old reference. The Basic Contact tab in Client Services can’t be changed at this time.</p> <p>The conversation about the food package and documenting if the foods are reduced or tailored is done on the Check Pick-up tab.</p>

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<p>“Basic Contact Information for Presumptive Eligible Women, Enrolled Infants and Transfer Clients” p. 4 – 5 (continued)</p>	<p>Procedure:</p> <p>A. Review and discuss the items listed in policy above with clients and caregivers at all presume eligible, enroll infant and transfer in appointments.</p> <p>A, 1 These items are listed on the Basic Contact tab for the PE, EN and TI.</p> <p>B. Document the Basic Contact in Client Services.</p> <p>C. Review the remaining Basic Contact items at the complete certification appointment (CC).</p> <p>C, 1 The remaining items will display on the Basic Contact tab at the CC.</p> <p>C, 2 Staff don’t need to discuss the remaining items with the transfer in client until the recertification appointment.</p>	
<p>“Provide Voter Registration Services” p. 6 - 8</p>	<p>Policy:</p> <p>Staff must:</p> <ul style="list-style-type: none"> • Let clients and caregivers know they can register to vote in the clinic at each certification and recertification. • Document the person’s voter registration status in Client Services. • The voter registration information relates to the caregiver when the client is an infant or child. • Give each client or caregiver with an Appointment and ID Folder which has the voter registration statement. • Give the person an Agency Based Voter Registration form when he or she wants to register or update name or address. • Mail completed Voter Registration forms to the Secretary of State, preferably weekly. • Keep voter registration information confidential. • Have the person self-declare all voter registration information. <p>Staff must not:</p> <ul style="list-style-type: none"> • Discourage a person from registering to vote. • Let a person’s voter registration status affect WIC participation. • Display a state or political party or candidate preference in the clinic. 	<p>We moved this policy to this chapter from Volume 2.</p> <p>We also updated the policy and procedure with the new Agency Based Voter Registration form information and correct address for the Washington State Elections Office.</p>

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“Provide Voter Registration Services” p. 6 – 8 (continued)	Procedure: Supports policy. Updated procedure according to the current Agency Based Registration form and the current address for the Washington State Elections Office.	
“Client Address” p. 9	Procedure: Deleted references to paper flow sheets and other forms developed by the agency. Information: Added information section. It’s important to update the client’s address in Client Services to make sure staff send letters to the right address. Breast pump tracking also relies on having current client information including address.	
Documenting on the Flow Sheet	Deleted Recommendation.	Deleted references to paper flow sheets or the old WIC Documentation/Flow Sheet.
Example of Washington WIC Appointment and ID Folder	Deleted example.	The current Appointment and ID folder can be ordered from the Department of Printing website: https://prtonline.myprintdesk.net/DSF/storefront.aspx?6xni2of2cF1OAY5jHVvIUrUsqozrCjF3xgL/DdBBf+Sre9e470j4aMR+LcLIWmKS
Appendix – WIC Documentation/Flow Sheet	Deleted.	This paper documentation and flow sheet isn’t used any more.



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